



Report to the Auburn City Council

Action Item

8

Agenda Item No.

City Manager's Approval

To: Honorable Mayor and City Council Members
From: Robert Richardson, City Manager
Andy Heath, Director of Administrative Services
Date: August 13, 2012
Subject: Citywide Technology Enhancements

The Issue

Shall the City Council authorize the execution of purchase orders to upgrade the existing Microsoft Office Platform to Microsoft Office 2010; and implement enhancements to the City's E-Mail Exchange and Archiving systems?

Conclusions and Recommendations

By **RESOLUTION** authorize the City Manager or his designee to:

1. Execute a purchase order with J-4 Systems for 60 Microsoft Office Professional Plus 2010 Licenses and related implementation services in an amount not to exceed \$34,318.60; and
2. Execute a purchase order with J-4 Systems for the hardware and implementation services necessary to upgrade the City's E-Mail and archiving technology platform to Microsoft Exchange 2010 in an amount not to exceed \$48,184.07.

Background

As a means to implement a citywide information technology solution that embraced "best practices" as they relate to Information Technology (IT) network administration, security and documentation, the City Council approved a series of actions in mid-2006. Among these actions, the City Council approved a virtual "rebuilding" of the City's IT network including (1) the licensing of all software (Microsoft Office Suite Pro 2003); (2) Installation of firewall security and tape back-up systems; (3) upgrades to all City file and application servers; and (4) development of documentation of the City's network.

Implementation of the best practices model in mid-2006 was facilitated by J-4 Systems, who conducted an independent evaluation of the City's IT infrastructure in early 2006. The independent evaluation by J-4 was performed subsequent to a review of the City's IT

systems requested by the City and conducted by Placer County Information Technology staff. Since the time of the implementation in 2006, J-4 has worked seamlessly and efficiently with the City, acting as an extension of staff on an as-needed basis, to assure continued integration of best practices as they relate to the maintenance of the City's network.

Analysis

Upgrade of Microsoft Software Site Licenses

The City of Auburn currently maintains approximately 60 desktop and laptop computers for City employees and volunteers. Each of these computers requires a valid individual license agreement for both the central processing unit operating system (i.e. Microsoft Windows) and the suite of applications used to perform the required work (i.e. Microsoft Word, Excel, Access, Exchange, etc...). The City's current licensed software, Microsoft Office 2003, will no longer be supported by Microsoft after April 2014. As such, the City is required to upgrade the Office software to a more current version to assure the City's network continues to be supported at all levels. It is anticipated that the software will be supported by Microsoft consistent with existing support policies – at least ten years from the version release date.

Microsoft Office 2010 has improved functionality in many areas. In addition to increased features available in the Word and Excel applications (which are used everyday by City employees), the 2010 Office Suite enables the seamless use of software applications functionality included in earlier versions.

Individual licenses, which are usually purchased as a component of a "ready-to-use" computer, can instead be purchased in bulk by organizations like the City of Auburn at competitive, government rates. Software licenses are generally available directly from the manufacturer or other resale distributors. Licensing agreements not only assure full legal compliance with owning software, but also provide the direct, 24/7 support necessary in the event an issue with the software transpires. Staff recommends the following with respect to the Office upgrade:

| Software Application / Service | No. of Users | Cost |
|---|---------------------|----------------------------|
| - Microsoft Office Professional Plus 2010 (SHI Technology – Reseller for J-4 Systems) | 60 | \$ 21,897.60 |
| - Install Office 2010 and applicable updates / Develop as-built documentation / Administrator training and hand-off (J-4 Systems) | N/A | 12,421.00 |
| Total Cost: | | <u>\$ 34,318.60</u> |

Proposals regarding licensing costs were solicited from two vendors:

1. J-4 Systems (using SHI Technologies as a Microsoft products reseller) located in Rocklin, CA (\$21,897.60); and
2. Softchoice, an IT hardware/software reseller located in San Francisco, CA (\$22,897.80).

Upgrade of Microsoft Exchange (E-Mail) and Archiving Systems

The City of Auburn currently uses Microsoft Exchange Version 2003 as its E-Mail platform and processor. Consistent with the upgrade to Microsoft Office 2010, which includes the Outlook (E-Mail) package amongst its suite of applications, staff recommends upgrading the existing Exchange server hardware platform. Upgrading the Exchange server hardware platform and functionality assures continued licensing and support of E-Mail software and hardware, while facilitating the ability to implement the recently adopted E-Mail Retention Policy.

Upgrading the Microsoft Exchange platform provides the following benefits:

- Decreased inbox overload and increased productivity
- Transformed voicemail (integrated with VOIP technology – i.e. new phone system)
- Simplified compliance – Archiving functionality
- Easier user administration

Using E-mail, and the ability to archive and retrieve E-mail consistent with City policy, is a mission-critical aspect of City operations. The recommendation to upgrade the E-Mail platform allows staff to adhere to new retention policy guidelines as they relate to E-Mail. As with the upgrade to Office 2010, staff recommends using J-4 Systems to implement the new proposed E-Mail platform to assure the continued consistency of operations with respect to the City's IT network. Staff recommends the following with respect to the E-Mail upgrade:

| Software/Hardware Application / Service | No. of Users | Cost |
|---|---------------------|---------------------|
| - Microsoft Exchange Server licensing / Barracuda Message Archiver / HP memory and adaptors / HP ProLiant Server / All related hardware (SHI Technology – Reseller for J-4 Systems) | 80 | \$ 22,470.07 |
| - E-Mail platform upgrade project management / installation / deployment / documentation / Administrator training and hand-off (J-4 Systems) | N/A | 25,714.00 |
| Total Cost: | | \$ 48,184.07 |

Future and Pending Technology Enhancements

As a means to provide the highest level of services to the community, staff is currently working towards upgrading and/or implementing other technology-related services citywide. The City Council will receive a recommendation to replace the existing phone system during the August 13, 2012 meeting. Also, the City Council can expect to receive a recommendation in the near future to install/implement a full complement of technological upgrades as they relate to live video streaming and sound in the City Council Chambers.

Alternatives Available to Council; Implications of Alternatives

1. Authorize the execution of purchase orders to upgrade the existing Microsoft Office Platform to Microsoft Office 2010; and implement enhancements to the City's E-Mail Exchange and Archiving systems.
2. Do not authorize the execution of purchase orders to upgrade the existing Microsoft Office Platform to Microsoft Office 2010; and implement enhancements to the City's E-Mail Exchange and Archiving systems. This alternative potentially makes the City vulnerable to unsupported and outdated software licenses and requires staff to reconsider how to best deploy the recently updated E-Mail Retention Policy.

Fiscal Impact

Funds to implement the aforementioned recommendations are available in Fund Balance from the following funds:

| | |
|----------------|--------------|
| General Fund – | \$ 72,767.35 |
| Sewer Fund – | \$ 5,032.66 |
| Transit Fund – | \$ 3,877.63 |
| Airport Fund – | \$ 825.03 |

1 RESOLUTION NO. 12-

2 RESOLUTION APPROVING CITYWIDE TECHNOLOGY ENHANCEMENTS

3 -----
4 THE CITY COUNCIL OF THE CITY OF AUBURN DOES HEREBY RESOLVE:

5 That the City Council of the City of Auburn does hereby authorize the
6 City Manager or his designee to:

- 7
- 8 1. Execute a purchase order with J-4 Systems for 60 Microsoft Office
9 Professional Plus 2010 Licenses and related implementation services in
10 an amount not to exceed \$34,318.60; and
 - 11 2. Execute a purchase order with J-4 Systems for the hardware and
12 implementation services necessary to upgrade the City's E-Mail and
13 archiving technology platform to Microsoft Exchange 2010 in an amount
14 not to exceed \$48,184.07.
- 15

16 DATED: August 13, 2012

17
18 _____
Kevin Hanley, Mayor

19 ATTEST:

20 _____
Joseph G. R. Labrie, City Clerk

21
22 I, Joseph G. R. Labrie, City Clerk of the City of Auburn, hereby certify
23 that the foregoing resolution was duly passed at a regular meeting of the City
24 Council of the City of Auburn held on the 13th day of August 2012 by the
25 following vote on roll call:

26 Ayes:
27 Noes:
28 Absent:

Joseph G. R. Labrie, City Clerk



City of Auburn Microsoft Office

8/6/2012

PROPOSAL:

The City of Auburn has requested a proposal for upgrading their Microsoft Office installations to Microsoft Office 2010. This proposal assumes there are 60 PCs to be upgraded located centrally at the Auburn location. This proposal also assumes there will be minimum 5 PCs that can be upgraded at a time, and will be available for an engineer to upgrade them as scheduled.

Microsoft Office Standard is designed for users who require only the core desktop productivity tools, integrating productivity innovations throughout its programs to transform the traditional Office suite into a smarter overall work experience. By simplifying productivity, enabling collaboration for everyone, and extending Office beyond the desktop, Office Standard streamlines processes and makes it easier for everyone to create and share important information.

SCOPE OF WORK

PROJECT MANAGEMENT

PRE-PROJECT INSPECTION

CONFIGURE CENTRAL DEPLOYMENT SITE AND ANSWER FILE FOR MICROSOFT OFFICE DEPLOYMENT

INSTALL AND RUN OFFICE ENVIRONMENT ASSESSMENT TOOL (OEAT)

- Run tool to evaluate desktop readiness for Office 2010 upgrade.
- Inventory systems and create report for City of Auburn.

Systems to be upgraded must be compatible for an Office 2010 upgrade. Any systems reporting back with incompatibilities will be resolved outside of the scope of this project on a Time and Materials basis.

WKS - INSTALL MICROSOFT OFFICE AND UPDATES

Recommended minimum hardware requirements for Office
2010

- Windows XP or better
- 1 GHz Processor (dual core preferred)
- 2 GB RAM
- 5 GB of available disk space

DOC - CREATE AS BUILT DOCUMENTATION

TRN - ADMINISTRATOR TRAINING AND HANDOFF

- One hour of administrator training on installed solution
- Documentation handoff

MTG - PROJECT WRAP-UP MEETING

RESEARCH/TROUBLESHOOTING

\$12,421.00

LABOR COST FOR ABOVE SCOPE OF WORK

SUMMARY AND AUTHORIZATION

Labor Cost for Scope of Work **\$12,421.00**

PROJECT TOTAL **\$12,421.00**

*Assistance with financing is available

Proposal by:

Presented by:

John Joseph
Network Engineer

Jeanette Joseph
Account Executive

Accepted by:

X _____ Date: _____
(Authorized Signature)

X _____
(Print Name and Title)



Pricing Proposal
Quotation #: 5669939
Created On: 7/18/2012
Valid Until: 7/31/2012

J4 Systems

Barb Gibson
2521 Warren Drive
Suite A
Rocklin, CA 95677
United States
Phone: (916) 303-7200
Fax:
Email: barb@j4systems.com

Inside Account Manager

Josh Painter
1301 South MoPac Expressway, Suite
325
Austin, TX 78746
Phone: 512.814.4955
Fax: 512-541-3309
Email: Josh_Painter@shi.com

All Prices are in US Dollar (USD)

| Product | Qty | Your Price | Total |
|--|-----|------------|-------------|
| 1 Microsoft Office Professional Plus 2010 - License - 1 PC - local - MOLP: Government - Win - English Microsoft - Part#: 79P-03571 | 60 | \$364.96 | \$21,897.60 |
| Total | | | \$21,897.60 |

The Products offered under this proposal are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.



**City of Auburn
Exchange and Archiving**
7/20/2012

PROPOSAL:

Upgrading to Exchange 2010 provides the following benefits:

Reduced deployment cost. Exchange Server 2010 helps you reduce costs by addressing common infrastructure requirements such as backup, e-mail archiving, mobile e-mail access and voice mail with no need for third-party tools.

Simplified high availability and disaster recovery. Exchange Server 2010 introduces a simplified approach to high availability and disaster recovery to help you achieve new levels of reliability and reduce the complexity of delivering business continuity.

Easier administration and decreased dependence on the help desk. Exchange Server 2010 provides new self-service capabilities to help users perform common tasks without calling the help desk.

Greater mobility and flexible access. Exchange Server 2010 offers an enhanced universal inbox experience, which provides your users with access to all of their business communications from a single location.

Decreased inbox overload and increased productivity. Exchange Server 2010 adds new productivity features which help your users organize and prioritize the communications in their inboxes efficiently.

Transformed voice mail. With Exchange Server 2010, users can receive their voice mail messages in their inbox with text preview.

Simplified compliance. Exchange Server 2010 delivers new integrated archiving functionality to help simplify compliance and discovery.

Safeguards for sensitive information. With centrally managed and enforced information protection and control capabilities, Exchange Server 2010 makes it easy to encrypt, control and moderate your company's communications.

Reduced risk of malware and spam. Exchange Server 2010 actively helps protect your communications through built-in defenses against junk e-mail and support for an array of third-party security products.

An SSL certificate will provide secure access. J4 Systems uses and recommends Thawte as the provider based on price and ease of obtaining the certificates. This will require only labor from J4 Systems as the certificate will be purchased directly from a provider such as Thawte.

SCOPE OF WORK

PROJECT MANAGEMENT

PRE-PROJECT INSPECTION

ASSEMBLE HARDWARE AND UPDATE FIRMWARE

DELIVER AND RACK SERVER

INSTALL VSPHERE AND CONFIGURE

- Install vSphere
- Configure networking
- Configure storage
- Configure security

INSTALL TMG 2010

- Create a Windows 2008 R2 virtual machine
- Install all Windows updates
- Configure server settings
- Install TMG 2010
- Create basic rules and configurations

EXCH - PREP FOREST AND DOMAIN FOR EXCHANGE 2010

EXCH - DEPLOY EXCHANGE 2010 CAS / HUB TRANSPORT ROLES VIRTUAL SERVER

- Create a Windows 2008 R2 virtual machine
- Install all Windows updates
- Configure server settings
- Install Exchange CAS/Hub Transport Roles

EXCH - DEPLOY EXCHANGE 2010 MAILBOX ROLE VIRTUAL SERVER

- Install Exchange Mailbox Role
- Configure storage location
- Create databases and configure logs

EXCH - CONFIGURE EXCHANGE SETTINGS AND POLICIES

- Configure CAS/HUB global settings
- Configure Mailbox Databases settings and policies
- Configure organizational security and policies

EXCH - CONFIGURE SMTP AND HTTPS ROUTING THROUGH FIREWALLS AND NETWORK DEVICES

EXCH - CREATE CSR AND REQUEST PUBLIC CERTIFICATE

- Generate certificate request.
- Assist IT team with certificate acquisition.
- Install certificate on Exchange 2010 servers.

Please note: A qualified UCC Certificate will be needed only for Exchange use.

EXCH - REPLICATE PUBLIC FOLDERS TO NEW SERVER

EXCH - PUBLISH EXCHANGE 2010 INTERNET SERVICES THROUGH TMG

- Assign public IP address
- Create required DNS records
- Import public certificate from Exchange server
- Modify firewall policies to allow required ports
- Publish Outlook Web Access
- Publish ActiveSync
- Publish Outlook Anywhere

EXCH - CONFIGURE ADVANCED JOURNALING AND INTEGRATED ARCHIVING

- Configure Journaling global settings

BARRACUDA ARCHIVER BACKUP

CREATE INSTRUCTIONS FOR ONGOING EMAIL RETENTION BACKUP AND CLEANUP

EXCH - CREATE BASIC CONTENT FILTERING RULES

- Create two content filtering rules for managing email content security.
- Instruct IT staff on process.

EXCH - MIGRATE USER MAILBOXES

- J4 Systems will work with IT staff to identify a group of five pilot users.
- Migrate pilot users to new environment.
- Evaluate if there are any issues. If none, proceed with migrating remaining mailboxes.

EXCH - DECOMMISSION EXCHANGE 2003 SERVER

DOC - CREATE 'AS BUILT' DOCUMENTATION

TRN - ADMINISTRATOR TRAINING AND HANDOFF

- Two hours of administrator training on installed solution
- Documentation handoff

MTG - PROJECT WRAP-UP MEETING

RESEARCH/TROUBLESHOOTING

LABOR COST FOR ABOVE SCOPE OF WORK

\$25,714.00

SUMMARY AND AUTHORIZATION

| | |
|-------------------------------------|--------------------|
| Labor Cost for Scope of Work | \$25,714.00 |
| PROJECT TOTAL | \$25,714.00 |

*Assistance with financing is available

Proposal by:

Presented by:

Ivan MacNamara
Network Engineer

Jeanette Joseph
Account Executive

Accepted by:

X _____ Date: _____
(Authorized Signature)

X _____
(Print Name and Title)



Pricing Proposal
Quotation #: 5669967
Created On: 7/18/2012
Valid Until: 7/31/2012

J4 Systems

Barb Gibson
2521 Warren Drive
Suite A
Rocklin, CA 95677
United States
Phone: (916) 303-7200
Fax:
Email: barb@j4systems.com

Inside Account Manager

Josh Painter
1301 South MoPac Expressway, Suite
325
Austin, TX 78746
Phone: 512.814.4955
Fax: 512-541-3309
Email: Josh_Painter@shi.com

All Prices are in US Dollar (USD)

| Product | Qty | Your Price | Total |
|--|-----|------------|------------|
| 1 Microsoft Forefront Threat Management Gateway 2010 Standard Edition - License - 1 processor - local - MOLP - Win - English Microsoft - Part#: 4WD-00280 | 1 | \$956.59 | \$956.59 |
| 2 Govt Spcl Promo Olp Exch Svr Std 2010 NI Microsoft - Part#: 312-04109 | 1 | \$406.66 | \$406.66 |
| 3 Microsoft Exchange Server 2010 Standard CAL - License - 1 user CAL - local - MOLP - Win - English Microsoft - Part#: 381-04209 | 80 | \$48.54 | \$3,883.20 |
| 4 Microsoft Windows Server 2008 R2 Standard - License - 1 server - local - MOLP: Government - English Microsoft - Part#: P73-04996 | 2 | \$521.06 | \$1,042.12 |
| 5 Microsoft Windows Server 2008 - License - 1 user CAL - local - MOLP - English Microsoft - Part#: R18-02787 | 80 | \$21.23 | \$1,698.40 |
| 6 Barracuda Message Archiver 350 - E-mail archiving appliance - Ethernet, Fast Ethernet, Gigabit Ethernet - 1U - rack-mountable with 1 year Energize Updates Subscription Barracuda Networks - Part#: BMA350A1 | 1 | \$5,490.15 | \$5,490.15 |
| 7 HP - Memory - 4 GB - DIMM 240-pin - DDR3 - 1333 MHz / PC3-10600 - CL9 - registered - ECC - Smart Buy Hewlett Packard - Part#: 593339-S21 | 8 | \$77.56 | \$620.48 |
| 8 HP Dual Port Enterprise - Hard drive - 300 GB - hot-swap - 2.5" SFF - SAS-2 - 10000 rpm - Smart Buy Hewlett Packard - Part#: 507127-S21 | 6 | \$243.12 | \$1,458.72 |
| 9 HP NC365T - Network adapter - PCI Express 2.0 x4 low profile - Ethernet, Fast Ethernet, Gigabit Ethernet - 10Base-T, 100Base-TX, 1000Base-T - 4 ports - for ProLiant DL120 G7, DL165 G7, DL360 G7, DL380 G7, ML110 G7, ML370 G6, SL160s G6, SL165s G7 Hewlett Packard - Part#: 593722-B21 | 1 | \$407.74 | \$407.74 |
| 10 Integrated Lights-Out Advanced Blade - Subscription license (3 years) - 1 server - electronic Hewlett Packard - Part#: BD506AAE | 1 | \$416.48 | \$416.48 |

| | | | | |
|----|--|---|------------|-------------|
| 11 | HP Small Form Factor Drive Cage Kit - Storage drive cage - 2.5" Hewlett Packard - Part#: 516914-B21 | 1 | \$186.80 | \$186.80 |
| 12 | HP SAS Expander Card - Storage controller upgrade card Hewlett Packard - Part#: 468406-B21 | 1 | \$336.98 | \$336.98 |
| 13 | Electronic HP Care Pack 4-Hour Same Business Day Hardware Support - Extended service agreement - parts and labor - 3 years - on-site - 13x5 - 4 h - for ProLiant DL380 G6, DL380 G7, DL380p Gen8, DL385 G5p, DL385 G6, DL385 G7, DL385p Gen8 Hewlett Packard - Part#: U4544E | 1 | \$656.93 | \$656.93 |
| 14 | HP ProLiant DL380 G7 - Server - rack-mountable - 2U - 2-way - 1 x Xeon X5660 / 2.8 GHz - RAM 4 GB - SAS - hot-swap 2.5" - no HDD - DVD-RW - ATI ES1000 - Gigabit Ethernet - Monitor : none - Smart Buy - Windows Server 2008 R2 Certified Hewlett Packard - Part#: 643413-S01 | 1 | \$3,626.94 | \$3,626.94 |
| | | | Subtotal | \$21,188.19 |
| | | | Shipping | \$113.53 |
| | | | Total | \$21,301.72 |

Optional Items For: 14. HP ProLiant DL380 G7 - Server - rack-mountable - 2U - 2-way - 1 x Xeon X5660 / 2.8 GHz - RAM 4 GB - SAS - hot-swap 2.5" - no HDD - DVD-RW - ATI ES1000 - Gigabit Ethernet - Monitor : none - Smart Buy - Windows Server 2008 R2

Certified

| | | | | |
|--|---|---|----------|----------|
| | Electronic HP Care Pack 4-Hour 24x7 Same Day Hardware Support - Extended service agreement - parts and labor - 3 years - on-site - 24x7 - 4 h - Smart Buy Hewlett Packard - Part#: UE894E | 1 | \$541.07 | \$541.07 |
| | Electronic HP Care Pack 24-Hour Call-To-Repair Hardware Support - Extended service agreement - parts and labor - 3 years - on-site - 24x7 - 24 hours (repair) - Smart Buy - for ProLiant DL380 G7, DL380p Gen8 Hewlett Packard - Part#: HZ761E | 1 | \$627.28 | \$627.28 |

The Products offered under this proposal are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.